

-----Original Message-----

From: [NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON]
[\[SMTP:.\[REDACTED\]\]](mailto:[SMTP:.[REDACTED]]) <[mailto:\[SMTP:.\[REDACTED\]\]](mailto:[SMTP:.[REDACTED]])>

Sent: Monday, July 22, 2002 5:07 PM
To: Johnson, Bonnie J.
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

Bonnie,
I will do some research and get back to you.

[NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON]

-----Original Message-----

From: Johnson, Bonnie J.
Sent: Monday, July 22, 2002 1:31 PM
To: Johnson, Bonnie J.; Powers, F. Lynne; 'Novak, Jean'; Larson, Laurie A.
Cc: '[NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON]'; 'Masztaler, Joan'; Clauson, Karen L.
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

[NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON]
Your response to this was no. Can you please advise who will be responding to Lynne's question or will Eschelon need to wait until Jean returns.

Bonnie

-----Original Message-----

From: [NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON] [[SMTP:.\[REDACTED\]](mailto:[SMTP:.[REDACTED]])]
Sent: Monday, July 22, 2002 10:02 AM
To: Johnson, Bonnie J.
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

Bonnie,
No

[NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON]

-----Original Message-----

From: Johnson, Bonnie J.
Sent: Sunday, July 21, 2002 4:00 PM
To: Powers, F. Lynne; 'Novak, Jean'; Larson, Laurie A.
Cc: '[NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON]'; 'Masztaler, Joan'; 'Siewert, Christine'; 'Parker, Charles'; Clauson, Karen L.
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

[NAME REDACTED – QWEST SERVICE MANAGER FOR ESCHELON],
Will you be responding to Lynne's question while Jean is on vacation?

Bonnie

-----Original Message-----

From: Powers, F. Lynne
Sent: Sunday, July 21, 2002 9:11 AM
To: 'Novak, Jean'; Johnson, Bonnie J.; Larson, Laurie A.
Cc: Levene, Patricia; Masztaler, Joan; Siewert, Christine; Parker, Charles; Powers, F. Lynne; Clauson, Karen L.
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

Jean,

I appreciate that you are evaluating several scenarios but as I explained in our July 11, 2002 Senior Service Meeting these out of service situations are occurring daily and we need relief. What date can I expect Qwest to state what they will do to stop these out of service situations for my customers?

Lynne Powers

-----Original Message-----

From: Novak, Jean [SMTP: [:\[REDACTED\]](#)]
Sent: Saturday, July 20, 2002 2:07 PM
To: Johnson, Bonnie J.; Novak, Jean; Larson, Laurie A.
Cc: Levene, Patricia; Masztaler, Joan; Siewert, Christine; Parker, Charles; Powers, F. Lynne
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

Bonnie,

We are reviewing internally. At this time we are still evaluating several scenarios. Thanks, Jean

-----Original Message-----

From: Johnson, Bonnie J. [[mailto: :\[REDACTED\]](mailto::[REDACTED])]
Sent: Thursday, July 11, 2002 5:44 PM
To: 'Novak, Jean'; Johnson, Bonnie J.; Larson, Laurie A.
Cc: Levene, Patricia; Masztaler, Joan; Siewert, Christine; Parker, Charles; Powers, F. Lynne
Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

Jean,

Eschelon feels the process is not working so we are requesting we focus on the step by step process. We had 5 customers impacted in an OOS condition in just one day. There are several others before and since then. When Eschelon asked if process was being followed we were told "yes". I would at least have expected Qwest to take a position and follow with...."apparently due to the issues you are having

we will need to take a closer look because it is not meeting the expectations set forth for the project and we do not want your customers negatively impacted". You state that looking at the process will not help our customers. Are you stating that the conversion desk managing these conversions is not going to prevent lengthy OOS conditions for our customers? We were not made aware of this when we implemented the process for managing the CCMS orders.

We will be willing to work together to get this issue resolve for the UNE-P migration project. As it relates to this project we cannot wait for relief from CR's or Network Process changes.

Thanks,

Bonnie

-----Original Message-----

From: Novak, Jean [SMTP: [:\[REDACTED\]](#)]

Sent: Thursday, July 11, 2002 4:25 PM

To: Johnson, Bonnie J.; lalarson:[:\[REDACTED\]](#)

Cc: Levene, Patricia; Masztaler, Joan; Siewert, Christine;
Parker, Charles

Subject: RE: FW: [CUSTOMER NAME REDACTED] CCMS is down

Bonnie,

I am responding to the item that was brought up on today's UNE-P Project call and your request for a response by end of today. Also to the emails from Laurie and yourself below.

As we discussed in our Executive meeting this morning, we are looking into your concern of your customers' impact with CCMS orders and Centrex type of orders. We will be following up with you.

As previously stated by Pat, yes we are following the process we agreed to when the Project was set up. Do you need to focus on our step by step internal process, I do not think that will correct the situation with your customers. As stated above, we are looking into the issue.

Thanks,
Jean